

Conflict Management 101

In this three-hour workshop, participants will gain a better understanding of the dynamics of workplace conflict. Participants will see how conflict works in theory, be introduced to the sources of conflict in the workplace, and understand the life cycle of conflict. Participants will also learn various conflict resolution styles and explore the advantages and disadvantages for using each style in certain situations. Using active listening techniques, the participants will also learn how to effectively communicate their workplace concerns to others by practicing exercises that will help master this skill.